

*Allan R. Garcia*

President and CEO

29 July 2019

**MR. SAMUEL G. DAGPIN JR.**

**Chairman**

Governance Commission for GOCCs (GCG)  
3/F Citibank Centre, Citibank Plaza  
Paseo de Roxas Cor. Villar St., Makati City

Attention: **Mr. Aldrin R. Mojica**  
Corporate Governance Officer I  
Corporate Governance Office - A

Subject: **Submission of the CY 2019 Second Quarter Performance  
Monitoring Report of JHMC**

Dear **Chairman Dagpin**:

This is to respectfully submit the 2<sup>nd</sup> Quarter Performance Monitoring Report of the John Hay Management Corporation as part of the compliance on the GCG Memorandum Circular No. 2017-02, which requires the submission of the monitoring reports and uploading of the same in the GOCC's website within thirty (30) calendar days from the close of each quarter.

Should there be concerns on the aforementioned, the GCG may coordinate with Ms. Lea C. Quisoben-Maguilao, Corporate Planning Manager or Ms. Beverlee Q. Gunaden, Corporate Planning Assistant at telephone number (074) 423-0601.

Thank you very much and we hope that you find everything in order.

Very truly yours,



**ALLAN RAZON GARCIA**

**John Hay Management Corporation**  
a member of the BCDA Group



OPCEO-OUT-2019-471

## SECRETARY'S CERTIFICATE

REPUBLIC OF THE PHILIPPINES) Sc.  
CITY OF MAKATI )

I, **TEDDY ESTEBAN F. RIGOROSO**, of legal age, married, with office address at the Rigoroso Galindez and Rabino Law Offices, 901 Fil Garcia Tower, 140 Kalayaan Avenue, Diliman, Quezon City, Metro Manila, Philippines, being the Corporate Secretary of JHMC, after having been duly sworn in accordance with law, hereby CERTIFY, that during the 235<sup>th</sup> Special Meeting of the JHMC Board of Directors held on July 22, 2019 in the Function Room, Hotel Celeste, 02 San Lorenzo Drive corner A. Arnaiz Avenue, San Lorenzo Village, Makati City, where a quorum was present, upon motion made and duly seconded, the Board passed and approved the following resolution:

*John Hay Management Corporation  
Board Resolution No. 2019-0722-146*

Resolve, as it is hereby **resolved**, that the **John Hay Management Corporation ("JHMC") Board of Directors** hereby **approves** the CY 2019 JHMC Performance Scorecard Monitoring Report as of June 30, 2019; and

Resolved, finally, that this Resolution shall take effect immediately on July 22, 2019, 2019 and shall supersede all prior JHMC resolutions, instructions, memoranda, deeds or instruments inconsistent herewith.

This certification is subject to the final approval of the Minutes of the July 22, 2019 JHMC Board meeting.

IN WITNESS WHEREOF, I have set my hand this JUL 23 2019 day of CITY OF MAKATI 2019 in CITY OF MAKATI.

**ATTY. TEDDY ESTEBAN F. RIGOROSO**  
Corporate Secretary

**SUBSCRIBED AND SWORN TO** before me this JUL 23 2019 day of CITY OF MAKATI,  
affiant exhibiting to me his IBP Identification Card No. 42240.

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Book No.: XFLV  
Series of 2019

**ATTY. GERVACIO B. ORTIZ JR.**  
Notary Public City of Makati  
Until December 31, 2019  
IBP No. 656155-Lifetime Member  
MCLE Compliance No. VI-0024312  
Appointment No. M-183-(2019-2020)  
PTR No. 7383104 Jan. 3, 2019  
Makati City Roll No. 40091  
101 Urban Ave. Campos Rueda Bldg.  
Brgy. Pio Del Pilar, Makati City

**JOHN HAY MANAGEMENT CORPORATION  
CY 2019 Performance Evaluation Scorecard**

	Objective/ Measure	Formula	Weight	Rating System	Baseline			Target (2019)	Jan 01, 2019- June 30, 2019 (2nd Quarter)	
					2016	2017	2018		Actual	Weight (in %)
					CUSTOMERS/STAKEHOLDERS/SOCIAL IMPACT					
	<b>SO1 Develop Camp John Hay as a Premier Tourist and Investment Destination</b>									
SM 1	Number of new locators or development projects signed	Absolute number	10%	(Actual/Target) x Weight	3	3	4	4	1	2.5
SM 2	Number of jobs generated in the JHSEZ	Absolute number	10%	(Actual/Target) x Weight	5,523	5,830	6,106	6,300	5,734	9
SM 3	Gross sales of business enterprises within the JHSEZ	Absolute number	10%	(Actual/Target) x Weight	₱ 875.57 M	₱ 967 M	₱ 1.083 B	₱ 1.152 B	483,982,289.06	4.20
	<b>SO 2 Ensure Sustainable Multiple Use of Forest Watershed</b>									
SM4	Compliance of JHMC to National Ambient Air Quality Standards on Particulate Matter 10 (PM10) within the JHSEZ	Number of tests which resulted in Good Air Quality (0-54µg/nem)/Total number of tests	10%	All or Nothing	(8/8) of the tests resulted in Good Quality Category	100% (8/8) of the tests resulted in Good Quality	8 out of 8 of the tests resulted in Good Air Quality	.	2/2 readings resulted to "Good" Air Quality Index conducted on: **Mile Hi Center (March 15-16, 2019) - 24ug/m3 **Ayala Land Technohub (March 17-19, 2019) - 19 ug/m3	2.5
	<b>SO 3 Enforce Efficient and Effective Regulation in the JHSEZ and JHRA</b>									
SM 5	Percentage of Satisfied Customers	Number of respondents who rated atleast Satisfactory (upper 2-boxes of a 5-point rating scale)/ Total number of respondents	10.00%	(Actual/Target) x Weight  0% = if less than 80%	90.9% (Overall)	92% (Overall)	SLC submitted its report on 24 January 2019 stating that the customer satisfaction rating of JHMC for CY 2018 is 92.54%.	90% (3rd Party Validation)	For implementation	0
	<i>Sub-total</i>		<i>50%</i>							

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	Objective/ Measure	Formula	Weight	Rating System	Baseline			Target (2019)	Jan 01, 2019- June 30, 2019 (2nd Quarter)		
					2016	2017	2018		Actual	Weight (in %)	
<b>FINANCIAL</b>	<b>SO 4 Increase JHMC Revenues to Attain Financial Viability</b>										
	SM 6	Increase internally generated revenue of JHMC	Actual amount	10%	(Actual / Target) x Weight <i>0%=if less than P6.43 Million</i>	₱ 7.96 M	₱ 9 M	₱ 10.35 M	11.90 M	5,950,719.55	5.0
	SM 7	Zone Revenue Collection Efficiency (includes Business Center for CUSA collection)	Actual Collection / Total Zone Revenue due for collection	10%	(Actual / Target) x Weight <i>0%=if less than 85%</i>	100%	100%	100%	100%	44,154,486.45	5.31
	<i>Sub-total</i>			<b>20%</b>							
<b>INTERNAL PROCESS</b>	<b>SO 5 Improve Efficiency and Effectiveness</b>										
	SM 8	Issuance of ISO 14001 Environmental Management System	Actual accomplishment	5%	All or Nothing	a. Established the Solid Waste Management and Hazardous Waste Management Manuals b. On-going Assessment of the Environmental Impacts of JHMC processes and activities for submission to EMB-CAR. c. Regulatory and Permitting Review of Projects within the JHSEZ; and d. Updating of a Comprehensive Information for Direct Environmental and Indirect Environmental Impacts of Projects in the JHSEZ	Board-Approved Environmental Management System (EMS)	Certification under ISO 14001:2015 Standards	Pass Surveillance Audit	The 1st certification audit will be conducted in December 2019	0

*Handwritten signatures and initials in blue ink.*

**JOHN HAY MANAGEMENT CORPORATION**  
**CY 2019 Performance Evaluation Scorecard**

	Objective/ Measure	Formula	Weight	Rating System	Baseline			Target (2019)	Jan 01, 2019- June 30, 2019 (2nd Quarter)	
					2016	2017	2018		Actual	Weight (in %)
INTERNAL PROCESS	SM 9 Percentage of Regulatory Permits for Business Enterprises issued within Applicable Processing Time	Number of requests processed within applicable processing time/ Total number of requests received	10%	(Actual/Target) x Weight  0% = if less than 95%	-	-	-	100%	Total: <u>202/204</u> Regulatory Permits for Business Enterprises were issued within applicable processing time.	9.90
					Average of 36 working days	Average of 15 working days	Average of 15 working days		<u>58/60</u> CECs were issued and processed within 15 working days	
					No Available Data	Average of five (5) working days upon payment of annual fees	Average of five (5) working days upon payment of annual fees		<u>32</u> out of <u>32</u> Mes and <u>24</u> out of <u>24</u> Eps were issued and processed within five (5) working days upon payment of annual fees.	
					8.04 mins. for renewal	15 mins. for renewal	15 mins. for renewal		<u>88</u> out of <u>88</u> PTOs were processed within 15 minutes for renewal.	
	<b>Sub-total</b>		<b>15%</b>							

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**JOHN HAY MANAGEMENT CORPORATION**  
**CY 2019 Performance Evaluation Scorecard**

	Objective/ Measure	Formula	Weight	Rating System	Baseline			Target (2019)	Jan 01, 2019- June 30, 2019 (2nd Quarter)		
					2016	2017	2018		Actual	Weight (in %)	
LEARNING AND GROWTH	<b>SO 6 Establish and Maintain the Quality Management System</b>										
	SM 10	ISO Certification for all processes	Actual accomplishment	5%	All or Nothing	Passed Surveillance Audit	Passed Surveillance Audit	Certification under ISO 9001:2015 Standards	Pass Surveillance Audit	The 1st certification audit will be conducted in December 2019	0
	<b>SO 7 Improve Technology and Infrastructure Support</b>										
	SM 11	Number of processes automated	Absolute Number	5%	All or Nothing	SEZAD Information System (Phase 2)	Development of a Board-Approved ICT Road Map	2 (Roll out/ implementation of Board-approved ICT Disaster Recovery Plan; and Full Roll out/implementation of a Help Desk Information	Roll out/ Implementation of the Board-approved Voice Over Internet Protocol (VOIP) Communication System	The GCG approved the request for the amendment subject to the submission of the Board-approved revised ICT Road.	0
<b>SO 8 Improve Knowledge and Skills, Professionalism and Career Development</b>											
	SM 12	Percentage of Employees Meeting Required Competencies	Actual Number of Employees meet the set required competencies /Total number of employees competencies	5%	(Actual/Target) x Weight	Established Competency Model	Assess and Establish Competency Baseline of the Organization	Improve Competency Baseline	90 % of gaps for competencies on Quality and Environmental Management System identified in the 2018 assessment addressed	Continous implementation of the amended HRDP to address identified competency gaps related to QMS and EMS.	0
		<i>Sub-total</i>		<i>15%</i>							
		<b>TOTAL</b>		<b>100%</b>						<b>38.51</b>	

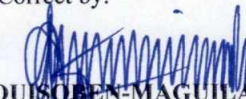
**JOHN HAY MANAGEMENT CORPORATION**  
**CY 2019 Performance Evaluation Scorecard**

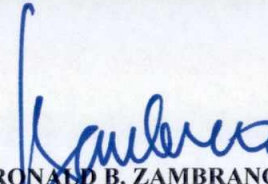
Objective/ Measure	Formula	Weight	Rating System	Baseline			Target (2019)	Jan 01, 2019- June 30, 2019 (2nd Quarter)	
				2016	2017	2018		Actual	Weight (in %)

Prepared by:

  
**BEVERLEE Q. GUNADEN**  
Corporate Planning Assistant  
Date: 18 July 2019


Certified Correct by:


  
**LEA C. QUISEN-MAGUILAO**  
Corporate Planning Manager  
Date: JUL 18 2019

  
**RONALD B. ZAMBRANO**  
Finance Manager  
Date: 18 Jul

Approved by:

  
**JANE THERESA G. TABALINGCOS**  
Vice President and COO  
Date: \_\_\_\_\_

  
**ALLAN R. GARCIA**  
President and CEO  
Date: \_\_\_\_\_

  
**SILVESTRE C. AFABLE**  
Chairman of the JHMC-BOD  
Date: \_\_\_\_\_